



## THE ADMINISTRATIVE SKILLS TECHNIQUES CERTIFICATE PROGRAM

**BMS????**

**PURPOSE:** To provide administrative personnel with the needed tools for superior management of their work environment in a constantly changing world.

**LEARNING OUTCOMES:** Upon completion of this course, participants will be able:

- To demonstrate effective communication skills
- To apply principles of time management for greater effectiveness
- To address day-to-day workplace challenges
- To turn negative signals into positive ones
- To demonstrate teamwork principles and make commitments

**CONTENT:** This course instructs the participants in the following areas:

- Effectively managing time with changing priorities
- Developing office routines for achieving optimum work outcomes
- Building better communication skills to facilitate cooperation
- Learning to work with others as part of a team
- Exploring how motivation has an impact on workplace effectiveness
- Improving productivity through effective problem-solving and decision-making

**METHODS:** Self assessment, presentations, video, case studies, group discussions, role-playing, and exam

**LENGTH:** 25 hours / 4 sessions (3 ½ days)

**AUDIENCE:** Personnel in non-management administrative positions including Administrative Aides, Assistants, Associates, Specialists, etc.

**PREREQUISITES:** None

**CEU CREDITS:** 2.5 CEU Credits